Your Name

Student #

Address

Phone

Email

Executive Director

Student and Scholarly Services & Academic Registrar

University of Melbourne

Victoria, 3010

Date

Dear Ms Ligouris,

I hereby lodge a formal grievance pursuant to s5.10 of the *Student Complaints and Grievances Policy* (MPF1066) and s5.87 of the *Assessment and Results Policy* (MPF1326), and subject to ss4.1 and 4.3 of the *Courses, Subjects, Awards and Programs Policy* (MPF1327).

Specifically, my grievance relates to the quality of the subject/s [subject code] [subject name] since the rapid transition to online teaching and learning during COVID-19 restrictions.

**The history of the grievance and attempts to resolve it**

[The instructions and examples in red should be removed when your draft is complete! You will need to list the history and details of each subject if your complaint concerns more than one]

When I enrolled in the subject [subject code] [subject name], I expected …

[some examples – just keep it factual – you don’t need to make arguments about how this has affected you at this point.

My experience of the subject during on campus teaching was that we had a practical lab for two hours followed by a lively tutorial…

The subject outline in the handbook listed 3 hours of lectures and 4 hours of conversation class each week… (**Attachment 1**)…

However, once the subject moved online, there was only a 30 minute recorded lecture…

Lectures recorded last year were put up instead of live lectures, and the sound quality was so poor I couldn’t follow them…

I could not participate in the zoom tutorial because there was never enough time for everyone to speak… ]

I first raised this with the lecturer in an email dated … (**Attachment 2**)…

When you describe the procedural history – try as far as possible to use dates and set out chronologically what you have done so far to try and resolve this issue.

Specifically you need to outline what steps you have taken to raise and resolve these issues with the academic staff running the subject(s) prior to census date, how long you have waited for the resolutions/improvements/actions promised, and what remains unresolved now, after census date.

Where you are referring to verbal exchanges, you should outline dates, times, names, etc. and where you are referring to correspondence or published information, you should label these attachments clearly so you can refer to them in your descriptions clearly, like this **(Attachment 3)**. Make a list of these attachments at the end of your document.

Your language should remain measured and as factual as possible in this section of your grievance to navigate the reader to the critical points in your timeline.

**Reasons for the Determination**

This is where you make all of your arguments based on the events you have set out clearly above.

You need to detail the impact of the diminished quality of your educational experience in terms of contact hours/practical experience/interaction with staff, peers, other academic resources promised, etc. to set out a clear argument for the adjustment you are seeking.

E.g. in a language course, a lack of opportunity to practice in conversation would affect the educational experience, lack of lab or clinical practice diminished capacity to dissect, or do lab experiments, no chance to play music in an ensemble subject materially diminished the experience of learning the instrument…

By the conclusion of this section, you need to have explained why you don’t think you have received appropriate value for the fees you have paid and why.

**The Resolution Sought**

For the above reasons, I request fee relief in respect of the affected subject/s by way of a discount/partial refund/credit…

You need to be clear about what exactly it is you are seeking. It should be proportionate to the issues you have set out and evidenced above. If it’s a minor fault, asking for a full refund would not be proportionate.

I would appreciate acknowledgement of the receipt of this grievance within five working days of you receiving it. Notification of the investigation process would be appreciated within 15 working days, as per the indicative timeline in section 5.12 of the policy.

Yours Sincerely,

Name

(Student #)

**Encl../**

**Attachments**

Attachment 1 – Subject outline in 2020 Handbook

Attachment 2 – Email dated … to subject coordinator

Attachment 3 – Response to my email dated … etc. as necessary